

CN 1137336



PCT

WORLD INTELLECTUAL PROPERTY ORGANIZATION
International Bureau

INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(51) International Patent Classification 6: H04N 7/10, H04L 12/28		A1	(11) International Publication Number: WO 95/10917
			(43) International Publication Date: 20 April 1995 (20.04.95)
(21) International Application Number: PCT/AU94/00627 (22) International Filing Date: 14 October 1994 (14.10.94) (30) Priority Data: FM 1827 14 October 1993 (14.10.93) AU (71) Applicant (for all designated States except US): MEGAVISION INTERNATIONAL PTY. LTD. [AU/AU]; 169-185 Miller Street, North Sydney, NSW 2060 (AU). (72) Inventor; and (75) Inventor/Applicant (for US only): HOESS, Rudie, Joseph [AU/AU]; 160-185 Miller Street, North Sydney, NSW 2060 (AU). (74) Agent: WATERMARK; Level 4, Amory Gardens, 2 Cavill Avenue, Ashfield, NSW 2131 (AU).		(81) Designated States: AM, AT, AU, BB, BG, BR, BY, CA, CH, CN, CZ, DE, DK, EE, ES, FI, GB, GE, HU, JP, KE, KG, KP, KR, KZ, LK, LR, LT, LU, LV, MD, MG, MN, MW, NL, NO, NZ, PL, PT, RO, RU, SD, SE, SI, SK, TJ, TT, UA, US, UZ, VN, European patent (AT, BE, CH, DE, DK, ES, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, ML, MR, NE, SN, TD, TG), ARIPO patent (KE, MW, SD, SZ). Published With international search report.	
(54) Title: MULTIMEDIA ENABLED NETWORK (57) Abstract A network which is suitable for the distribution of signals such as video and audio is disclosed. A second network (30) is overlaid on an existing LAN (20) to provide audio and video functionality, without further loading the capacity of the LAN. Switching of the video and audio signals is provided by a switchbox (31), controllable from the LAN via server (50). The second network may be a simple UTP arrangement.			

BEST AVAILABLE COPY

FOR THE PURPOSES OF INFORMATION ONLY

Codes used to identify States party to the PCT on the front pages of pamphlets publishing international applications under the PCT.

AT	Austria	GB	United Kingdom	MR	Mauritania
AU	Australia	GE	Georgia	MW	Malawi
BB	Barbados	GN	Guinea	NE	Niger
BE	Belgium	GR	Greece	NL	Netherlands
BF	Burkina Faso	HU	Hungary	NO	Norway
BG	Bulgaria	IE	Ireland	NZ	New Zealand
BJ	Benin	IT	Italy	PL	Poland
BR	Brazil	JP	Japan	PT	Portugal
BY	Belarus	KE	Kenya	RO	Romania
CA	Canada	KG	Kyrgyzstan	RU	Russian Federation
CF	Central African Republic	KP	Democratic People's Republic of Korea	SD	Sudan
CG	Congo	KR	Republic of Korea	SE	Sweden
CH	Switzerland	KZ	Kazakhstan	SI	Slovenia
CI	Côte d'Ivoire	LI	Liechtenstein	SK	Slovakia
CM	Cameroon	LK	Sri Lanka	SN	Senegal
CN	China	LU	Luxembourg	TD	Chad
CS	Czechoslovakia	LV	Latvia	TG	Togo
CZ	Czech Republic	MC	Monaco	TJ	Tajikistan
DE	Germany	MD	Republic of Moldova	TT	Trinidad and Tobago
DK	Denmark	MG	Madagascar	UA	Ukraine
ES	Spain	ML	Mali	US	United States of America
FI	Finland	MN	Mongolia	UZ	Uzbekistan
FR	France			VN	Viet Nam
GA	Gabon				

MULTIMEDIA ENABLED NETWORK

Technical Field

This invention relates to the provision of multimedia capabilities with a communications network.

5 Background Art

The current trend in communications and computer network systems is to provide a broad functionality within an integrated network, capable of handling some or all of voice, text, data, video, and still images. Such systems may also access external or shared resources. (e.g. image databases or video on
10 demand), while allowing for video telephony and collaborative working within the office. Such systems typically use a LAN network within premises and ISDN or similar links to other sites.

Current LAN systems, regardless of topology, generally deliver much less useable bandwidth than is theoretically promised, due to system overheads,
15 compression / decompression at terminals, and other factors. Installation of video capabilities for some or all terminals on an already near capacity LAN is likely to further degrade performance, particularly given the bursty nature and high bandwidth requirements for video. Further, installation of compression / decompression facilities onto terminals requires either very high performance,
20 expensive hardware, or the acceptance of a loss of computation power for other tasks. It is network performance which in current LAN arrangements will provide the ultimate limitation on effective performance.

US patent No. 5170252 to Gear et al discloses a device for enabling the selective connection of video and audio signals to multiple terminals on a local
25 network. The arrangement disclosed uses a specialised pipeline within the device to carry signals.

It is an object of the present invention to provide an improved arrangement allowing for existing LAN-based systems to cope with video and similar signals, without the need for customised hardware or cabling .

30 Summary of Invention

According to one aspect the present invention comprises a system providing selective distribution within a network of video and/or audio data,

control signals for said video and/or audio data, and further data, characterised in that the further data and control signals are carried on a first digital network, and the video and/or audio data is transmitted over a second, physically distinct cable network, said second network being responsive to said control signals via
5 switching nodes communicating with both networks .

Preferably, the video and/or audio signals are carried in analog format. Preferably, the second network may comprises a series of unshielded twisted pair (UTP) connections, or an optical fibre connection. Preferably, at least some of the terminals within said system are operatively connected to both the first and
10 second networks.

According to the present invention, it has been determined that video and audio, or so-called multi-media capacity, can be provided without degrading LAN performance and without requiring purpose built cabling. The present invention uses an overlapping but physically distinct network to provide video
15 and audio capacity, with the existing LAN left to carry digital data. The second network can be simply formed by UTP cabling of the type used for telephone connections, yet allow for fast, high quality video conferencing and video telephony. Indeed, in many office situations, four pairs of UTP are cabled, of which only two are required for the phone system. The other two can be used to
20 implement the present invention. Control remains with the digital system, which via switching nodes and control of the peripheral devices and program sources retains control of the overall system, so as to allow for coordination and synchronisation of media.

Brief Description of Drawings

25 An illustrative embodiment of the present invention will now be described with reference to the accompanying figures, in which:

Figure 1 illustrates the overall arrangement according to a first embodiment of the present invention;

Figure 2 illustrates a schematic site arrangement in more detail;

30 Figure 3 illustrates schematically a terminal arrangement suitable for use with the present invention;

Figure 4 illustrates schematically a conference server suitable for use with

the present invention; and

Figure 5 illustrates in overview a software system to facilitate operation of the illustrated embodiment.

Description

5 Figure 1 illustrates schematically the operation of a preferred embodiment of the present invention. As can be seen, two networks are overlayed: a LAN 20 (bold lines) and a set of UTP 30 connections (faint lines). The various screen terminals 40 to 45 are connected to both networks. Conference server devices 50, 51 control communications via ISDN link 46 to the other location 51, 50. It
10 will be appreciated that the UTP connections may be alternatively an optical fibre link, or any other suitable medium. The switching of the UTP network 30 is controlled via switching nodes 31, 32.

Of course, the ISDN connection may be replaced within the general concept of the present invention with other suitable external connections such
15 as microwave links, or amateur TV (ATV) technologies. These may be used to connect various sites utilising the present invention, so as to expand the reach of the network and enable further and more complex services and functionality within the network. Such technologies may be particularly applicable to remote communities, and to applications such as distance education. The present
20 invention enables relatively inexpensive switched inhouse audio and video, and so these applications are particularly suitable for the present invention.

Video and audio information is exchanged between parties over the UTP network; other data, and control information for the UTP network, is carried over the LAN. Leaving signals such as video and audio in analog format removes the
25 requirement for significant numbers of elaborate D/A converters, and in the present configuration provides comparable or better quality than a system with analog to digital conversion taking place at each terminal.

The present invention does not have onerous requirements in terms of hardware for screen terminals. Each screen terminal may comprise a suitable
30 PC platform, with adequate memory and a suitable versions of MS Windows or other comparable software. Preferably, in order to allow adequate definition, the screen used is of at least VGA standard. A 486 or equivalent IBM compatible

computer, with a 180MB or larger hard disk and 8 MB of RAM provides a minimum platform. To provide interactive audio and video functionality, a facility such as Movie Machine PRO which includes a VGA to PAL converter, suitable speakers and microphone, and a video camera such as a Sony Hi-8 are required. Movie Machine is a video overlay board which enables the receive mode for audio and video to become part of the computer display within the MS Windows Graphics shell. Movie Machine enables video display at screen resolutions up to flicker-free 72Hz at 1024 x 768 high resolution, and is commercially available from Fast Electronics. If access to sound or image databases, or to RF channels is required, a suitable circuit cards and /or software will be required. All of these components are readily available commercially.

Figure 3 illustrates schematically an illustrative arrangement for a terminal 46 connected to the LAN 20 and to the UTP network 30. data from terminal 46 is exchanged with the LAN 20. It is also connected, via Balun 67, to the UTP network 30, and ultimately to switch 31. Balun 67 includes transmitter 61 and receiver 62. The movie machine card 65 receives inputs from the balun, as well as from video camera and microphone 51, and potentially other inputs 63. It produces outputs to speakers 48, display 66, and other outputs 64.

Figure 4 illustrates a conference server unit 50. Balun 67 is connected to the server hardware 70 as for each terminal 46, and thereby to the UTP network 30 and ultimately switch 60. However, it is also directly connected to switch 60 via a data line 22, for example an RS232 link. The server hardware 70 includes a communications board 71, a codec 72, and audio processor 73. The communications board will of course be determined by the type of remote links, if any, which are provided. Illustratively, it may be an AVM ISDN board. Inputs to the codec may also include stored video such as from a VCR 54, or other sources 53. The codec may be, for example, a VistaCom Codec board.

Figure 2 shows the types of interactions and services possible using the inventive system. Terminals 46, 47 are connected to both the LAN 20, and the UTP network 30. Each has associated speakers 48, 49. For video telephony implementation, or security or monitoring purposes, video cameras 51, 52 are

connected to the UTP network. Server 50 is connected to the LAN, and provides control signals for the UTP network via switch 33. The connection to switch 33 may be, for example, via RS 232. Switch 33 ensures material is switched to the appropriate destinations, under control of the server 50, which in turn may be
5 accessed via LAN-based commands.

Switch 33 may also have further inputs, such as from video disc player 53, VCR 54, and television tuner 55, which can also be accessed by terminals 46, 47.

When utilised as a video telephone or conferencing type system, the
10 video component should allow for concurrent or user selected display of the communicating parties, fully connected for flicker-free high resolution display of live video frames at 350 lines in full 24 bit true colour. If the preferred Windows implementation is used, it is preferred that all video display windows can be freely moved and sized without impeding the functionality of the host PC, which
15 is free to work on applications providing supportive information to assist the communication process. The ability of the LAN to fully support interactive services such as chalkboards and document manipulation is one of the key advantages of the present invention.

Preferably, the system allows for full capture and discussion of two
20 concurrent images during communications. These video sources, as illustrated in figure 2, may be generated in-house, such as from video cameras 51, 52, from stored material such as VCR 54 or video disc player 53, or from a converted outside source, such as via TV tuner 55. Images received can preferably be captured to disk or memory for subsequent use in PC based applications with
25 compatible file extensions. Full JPEG compression may be used for captured video images. Commercially available software packages may be used to perform this function.

The UTP switch 33 is preferably a Megavision passive matrix switch, available from the applicants. Any suitable controllable UTP switch could be
30 used. The preferred device can be easily extended by multiple cascading units of similar configuration achieving multiples of 48 connections of audio and video per unit. It has an on board processor and is controlled by software to determine

multiple switching configurations via user determined look-up tables. Suitable icons on the user screen allow the desired selection possibilities. Within the UTP network, preferably all physical connections are via industry standard RJ45 connectors using standard UTP cabling, where possible as part of an already existing Building Distribution System.

The present invention is preferably implemented on standard AT&T UTP cabling system, and can carry full frame video with concurrent audio (mono or stereo). A standard AT&T Balun is required between switches (31, 32) and the source. That means that one Balun is required to carry audio/video from each source (send module) and one Balun is required at each receiving end (receive module). When send/receive nodes are specified, a pair of baluns are required, one for the send device (e.g. camera and microphone) and one for the receive device (e.g. screen and speaker system).

Alternatively, if appropriate the signals may be converted to RF, by a commercially available converter, so as to allow for several channels to be carried simultaneously on the cable. Preferably, low channels are selected, for example channel 0. In this case, generally the conversion would take place before the signal passed through the balun, and the receiving device would be equipped to receive and display RF format programming.

Figure 5 illustrates the general arrangement of the software system according to an embodiment of the present invention. The preferred implementation has a client-server architecture. It will be appreciated that the precise details of interactions and protocols will be dependant upon the type of hardware components and LAN which are chosen. It is emphasised that the present invention provides a general principle of network arrangement, which can be implemented in many different ways, using commercially available components. User interface agent 80 is resident on each connected user terminal to provide a user interface for access to services including the UTP network. Conference control module 81 controls the establishment, progress and termination of conferences. Communications control 84 prepares compressed video, and connects outside links. Switch control 82 controls the UTP switchbox 85. Finally, video splitter 83 provides a hardware facility for

combining individual video streams into a composite image, under software control. Software to perform these functions is generally available commercially, and any necessary additional software can be provided by the skilled network engineer relatively easily.

- 5 It will be appreciated that the present invention may be implemented so as to operate on various different LAN systems, and to connect to different LANs via the PSTN or other connections. The present invention is independent of the particular LAN system utilised, and the necessary interface components are largely available as off the shelf items, as would be apparent to those skilled in
10 the art.

The present invention allows for the use of an extensive user interface, which while not essential to the invention, magnifies its benefits. Preferably, such a user interface is based on MS/Windows and should cater for comprehensive functions related to image display, data capturing,
15 communications variables, auto clock, data transmissions, image capturing and interactive application software available during active communications.

The present invention is also suitable for audio and video distribution. Audio - mono, stereo or left and right track separation (for bilingual sources) sound may be supported, and distributed to each node synchronised to
20 video. Sound can be connected to existing audio systems or can be delivered via additional speaker sets or handsets. Audio should be switched together with video at all times to ensure correct sound with selected video source.

The communications link 46 preferably provides full H.621 Codec capability, and complies with necessary CCITT recommendations (H.221,
25 H.261 and H.242) for video conferencing. It preferably will handle both NTSC and PAL format material.

Thus, if implemented using the above principles, the present invention will work independent of geography or source format (PAL or NTSC). The video display will detect and display a PAL or NTSC originated image.

- 30 Preferably, video encoding and decoding are performed in full duplex, supporting simultaneous encoding of transmitted and received signals, regardless of video standards, PAL and NTSC at nominal frame rates of 25 Hz

and 30 Hz respectively. Video display is equally conforming to these frame rates, but is decoded to display on high resolution PC monitors at 640 x 480 or 800 x 600 resolutions for up to 38 kHz horizontal display frequency. This guarantees absolutely sharp and flicker-free images for subsequent usage as
5 video data where desired.

Both an audio input multiplexer and an audio amplifier are provided in a preferred implementation, allowing for telephone handset or microphone (line input) under software control. Audio attenuation and echo suppressor are preferably provided to compensate for various output devices (loudspeakers,
10 external amplifier) and possible audio circulation (Echo) between input and output.

It will be appreciated that the video enabled terminal described and conference server may be assembled from readily available hardware and software components - any suitable configuration may be used.

15 Although the foregoing discussion of an illustrative embodiment of the present invention has proceeded on the basis of discussion principally of a UTP network for audio/video, the reader will appreciate that other technologies may be used for this network if desired or required in a particular environment, for example optical fibre connections.

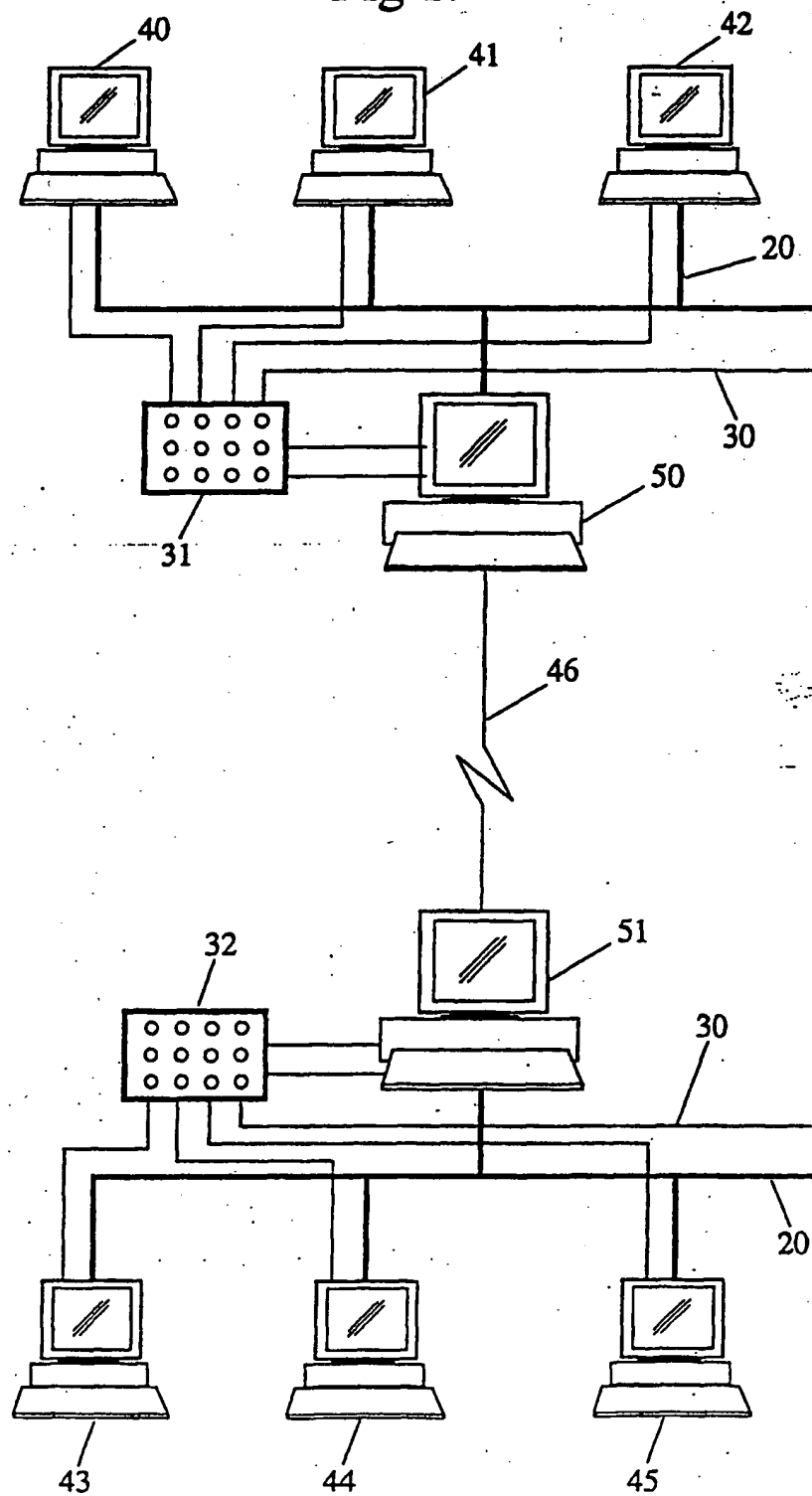
20 It will be understood that the implementation described is purely illustrative, and is not limitative of the general inventive concept. It will be appreciated that variations and additions are possible within the general inventive concept.

Claims

1. A system providing selective distribution within a network of video and/or audio data, control signals for said video and/or audio data, and further data, characterised in that the further data and control signals are carried on a first digital network, and the video and/or audio data is transmitted over a second, physically distinct cable network, said second network being responsive to said control signals via switching nodes communicating with both networks .
2. A system according to claim 1, wherein the video and/or audio signals are carried in analog format.
3. A system according to claim 2, wherein said second network comprises a series of unshielded twisted pair (UTP) connections.
4. A system according to claim 1, wherein at least some of the terminals within said system are operatively connected to both the first and second networks.
5. A system according to any one of the preceding claims, wherein at least one switching means is provided within said second network, such that said switching means responds directly or indirectly to control signals sent over said first network.

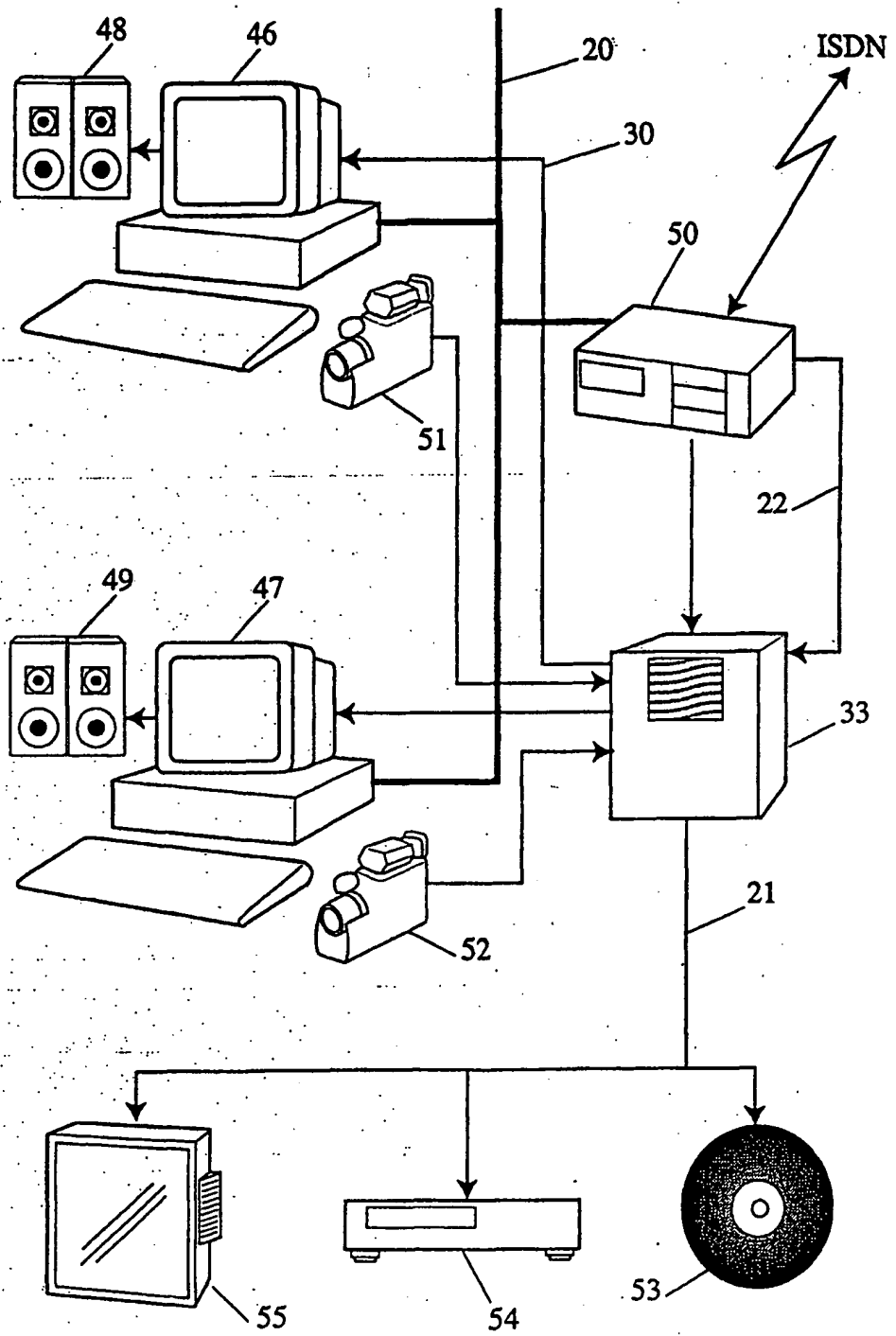
1/5

Fig 1.



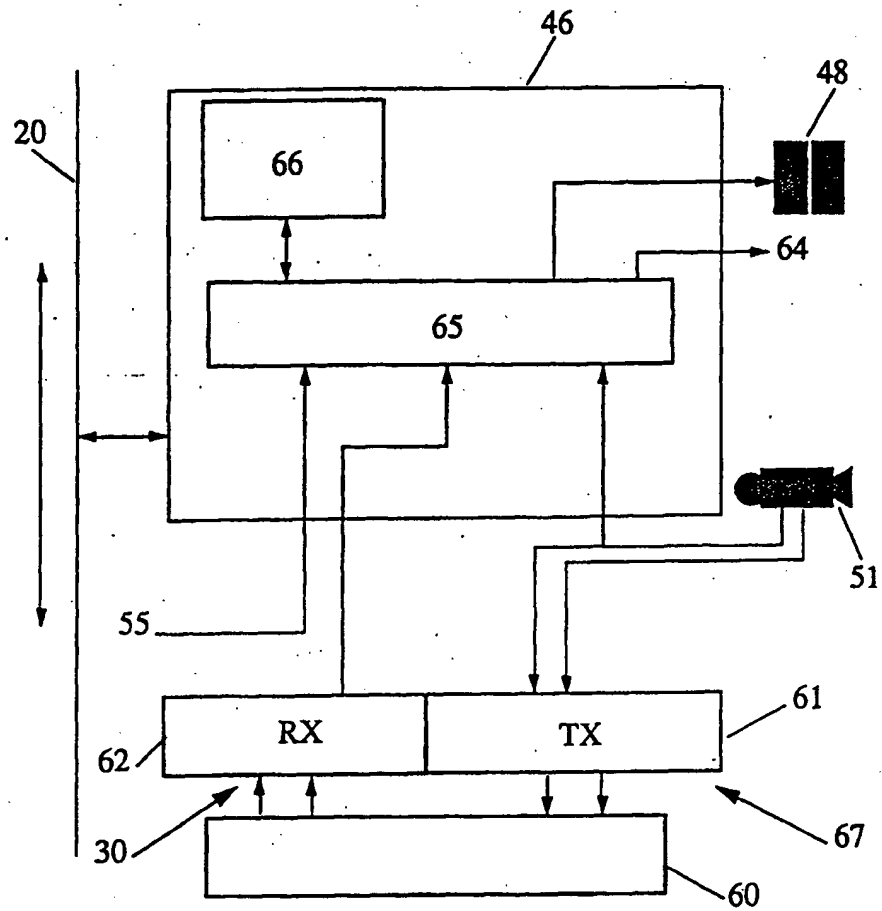
2/5

Fig 2.



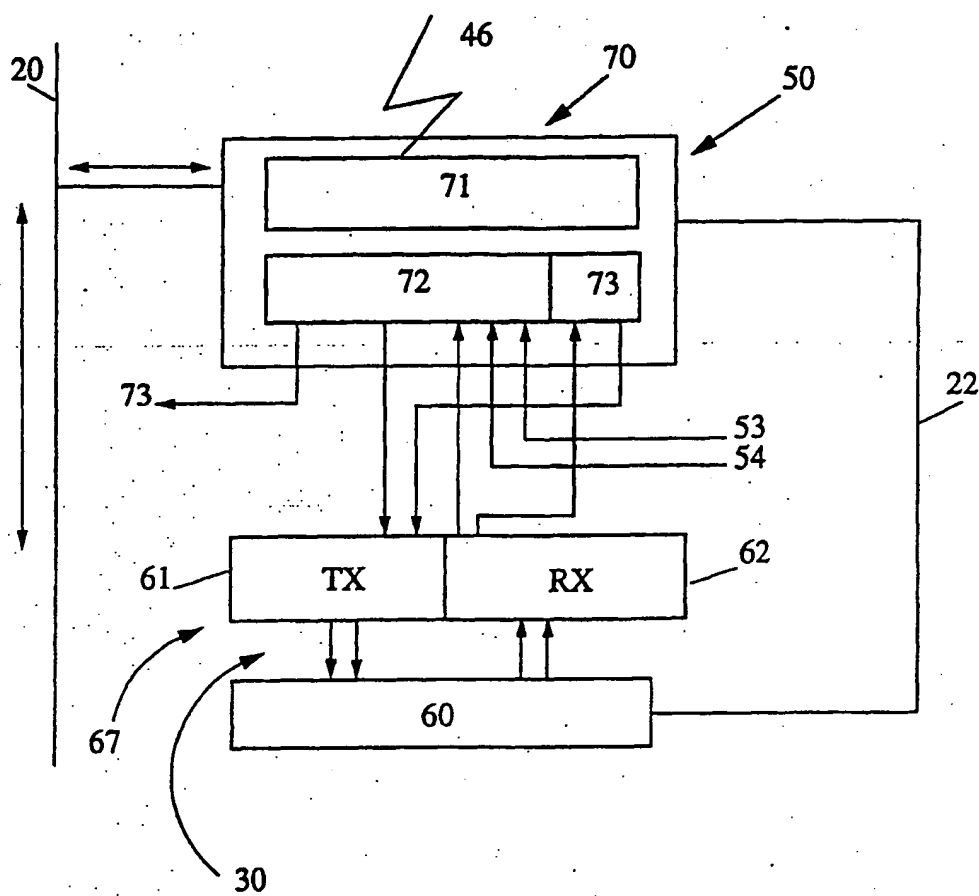
3/5

Fig 3.



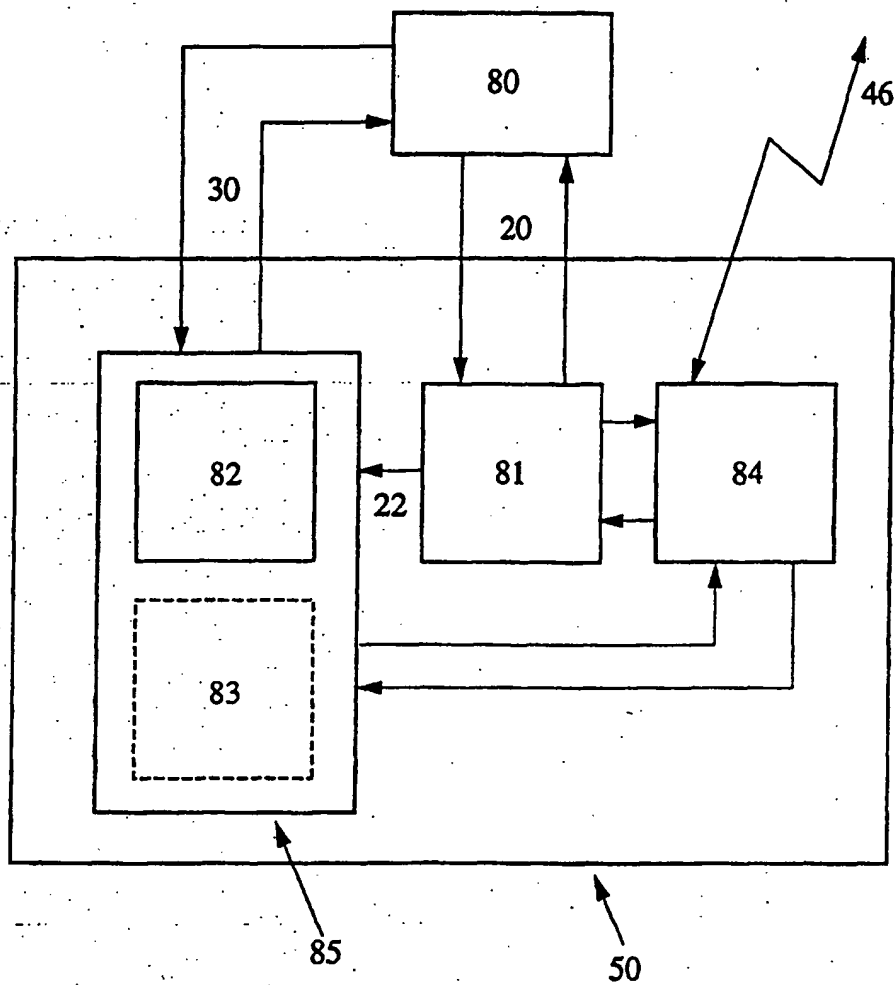
4/5


Fig 4.



5/5.

Fig 5.



A. CLASSIFICATION OF SUBJECT MATTER Int. Cl. ⁶ H04N 7/10; H04L 12/28 According to International Patent Classification (IPC) or to both national classification and IPC				
B. FIELDS SEARCHED Minimum documentation searched (classification system followed by classification symbols) IPC H04N 7/10 Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched AU : IPC as above Electronic data base consulted during the international search (name of data base, and where practicable, search terms used)				
C. DOCUMENTS CONSIDERED TO BE RELEVANT				
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to Claim No.		
X, Y	EP, A, 0352210 (ETAT FRANCAIS PTT) 24 January 1990 (24.01.90) Whole document	1-5		
X Y	FR, A, 2558674 (SA DE TELECOMMUNICATION) 26 July 1985 (26.07.85) Whole document	1,4,5 2,3		
X Y	DE, A, 2708625 (SIEMENS AG) 31 August 1978 (31.08.78) Whole document	1,4,5 2,3		
<div style="display: flex; justify-content: space-between;"> <input checked="" type="checkbox"/> Further documents are listed in the continuation of Box C. <input checked="" type="checkbox"/> See patent family annex. </div>				
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> * Special categories of cited documents : "A" document defining the general state of the art which is not considered to be of particular relevance "E" earlier document but published on or after the international filing date "L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified) "O" document referring to an oral disclosure, use, exhibition or other means "P" document published prior to the international filing date but later than the priority date claimed </td> <td style="width: 50%; vertical-align: top;"> "T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention "X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone "Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art "&" document member of the same patent family </td> </tr> </table>			* Special categories of cited documents : "A" document defining the general state of the art which is not considered to be of particular relevance "E" earlier document but published on or after the international filing date "L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified) "O" document referring to an oral disclosure, use, exhibition or other means "P" document published prior to the international filing date but later than the priority date claimed	"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention "X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone "Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art "&" document member of the same patent family
* Special categories of cited documents : "A" document defining the general state of the art which is not considered to be of particular relevance "E" earlier document but published on or after the international filing date "L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified) "O" document referring to an oral disclosure, use, exhibition or other means "P" document published prior to the international filing date but later than the priority date claimed	"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention "X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone "Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art "&" document member of the same patent family			
Date of the actual completion of the international search 30 November 1994 (30.11.94)	Date of mailing of the international search report 23 Dec 1994 (23.12.94)			
Name and mailing address of the ISA/AU AUSTRALIAN INDUSTRIAL PROPERTY ORGANISATION PO BOX 200 WODEN ACT 2606 AUSTRALIA Facsimile No. 06 2853929	Authorized officer  P.F. GERONDAL Telephone No. (06) 2832174			

INTERNATIONAL SEARCH REPORT

A 01/20 7400061

C(Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT		
Category*	Citation of document, with indication, where appropriate of the relevant passages	Relevant to Claim No.
X Y	EP,A, 0386635 (SIEMENS AG) 12 September 1990 (12.09.90) Whole document	1,4,5 2,3
X Y	GB,A, 1586543 (COMMUNICATIONS PATENTS LIMITED) 18 March 1981 (18.03.81) Whole document	1,4,5 2,3
X Y	US,A, 4792849 (TELACTON CORP) 20 December 1988 (20.12.88) Abstract, column 3 lines 16-58, figure 1	1,4,5 2,3
X Y	US,A, 4780758 (LIN et al) 25 October 1988 (25.10.88) Abstract, column 3 line 1 - column 4 line 51, figure 1	1,4,5 2,3
X,P	AU,A, 41220/93 (ALCATEL N.V.) 23 December 1993 (23.12.93) Whole document	1,4,5
Y,P	EP,A, 0578573 (ALCATEL RESEAUX D'ENTREPRISE) 12 January 1994 (12.01.94) Abstract, column 1 lines 1-13, figure 1	2,3
Y,P	AU,A, 59274/94 (AMERICAN TELEPHONE AND TELEGRAPH CO) 29 September 1994 (29.09.94) Whole document	2,3

This Annex lists the known "A" publication level patent family members relating to the patent documents cited in the above-mentioned international search report. The Australian Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

Patent Document Cited in Search Report				Patent Family Member			
EP	352210	FR	2634608	US	5130793		
EP	386635	AU	51135/90	NO	901061		
GB	1586543	AU	42548/78	BE	873611	DE	2900813
		ES	476249	FR	2415404	IL	56182
		IT	1158175	JP	54116105	NL	7900520
		SE	7900540	ZA	7807225		
US	4792849	AU	20439/88	CA	1298908	CN	1031457
		DE	3820425	DK	4286/88	ES	2007226
		FI	883633	FR	2619273	GB	2207838
		IT	1226436	JP	1106541	JP	1089687
		LU	87306	NL	8801213	NO	883687
		PH	24871	SE	8801612	US	4829372
US	4780758	CA	1290051	DE	3850602	EP	288890
		JP	1168130				
EP	578573	FR	2693609				
AU	59274/94	EP	617560				
END OF ANNEX							

**This Page is Inserted by IFW Indexing and Scanning
Operations and is not part of the Official Record**

BEST AVAILABLE IMAGES

Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images include but are not limited to the items checked:

- ☐ **BLACK BORDERS**
- ☐ **IMAGE CUT OFF AT TOP, BOTTOM OR SIDES**
- ☐ **FADED TEXT OR DRAWING**
- ☐ **BLURRED OR ILLEGIBLE TEXT OR DRAWING**
- ☐ **SKEWED/SLANTED IMAGES**
- ☐ **COLOR OR BLACK AND WHITE PHOTOGRAPHS**
- ☐ **GRAY SCALE DOCUMENTS**
- ☒ **LINES OR MARKS ON ORIGINAL DOCUMENT**
- ☐ **REFERENCE(S) OR EXHIBIT(S) SUBMITTED ARE POOR QUALITY**
- ☐ **OTHER:** _____

IMAGES ARE BEST AVAILABLE COPY.

As rescanning these documents will not correct the image problems checked, please do not report these problems to the IFW Image Problem Mailbox.